



International SOS and the TRICARE Overseas Program—working with you!

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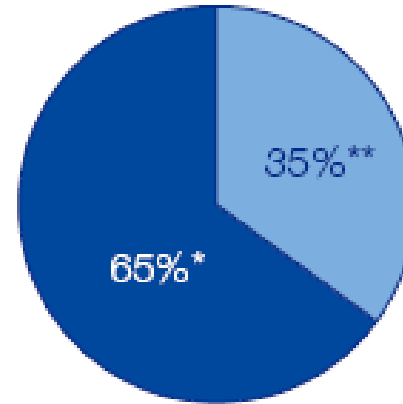
Proprietary and Confidential

Worldwide reach Human touch

International SOS Worldwide



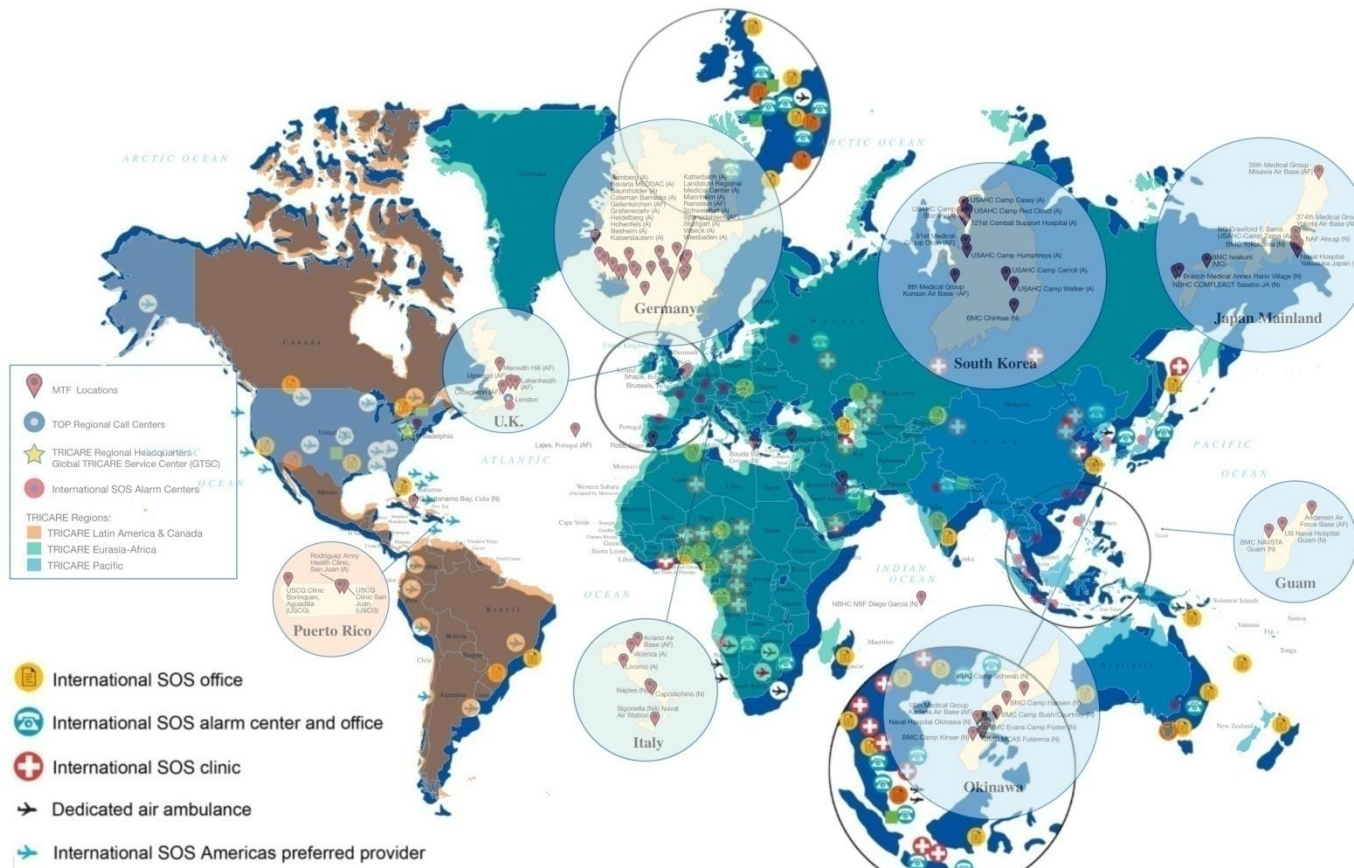
- Manage the health and safety of over 60 million people throughout the world
- Handle over 4.9 million calls and manage **5,018,672** medical, non-medical and security cases per year
- We serve over 10,000 clients worldwide (multi-nationals, governments and NGOs) including 81% of the Global Fortune 100 and 61% of the Fortune Global 500 companies
 - Unparalleled economies of scale
- Managed 1,681,185 medical cases in 2013
- Performed over 17,502 medical evacuations and repatriations in 2013



65%
medical cases

35%
non-medical and security cases

Intl.SOS Infrastructure & TOP



Boots on the Ground Approach*

- 300+ TOP Prime Locations Worldwide
- Covering 200+ Countries and Territories
- Option Year 3: \$262M Paid Claims

Total TOP Prime Enrolled Beneficiaries = Approximately 313,000*

- TOP Prime: 295,000
- TOP Prime Remote: 18,000

*Note: Data current as of November 2014.

Comprehensive TOP Services



● We Make Sure TRICARE Beneficiaries Know What to Expect When Seeking Health Care Overseas

- Beneficiary Education & Enrollment
- Multi-lingual 24/7 Customer Service
- Health Care Finder
 - Quality-Assured Access to Network & Participating Providers
- TRICARE Covered Benefits Check
- TOP Claims Assistance & Processing
- Referrals & Authorizations
- TOP Prime Remote Wellness

Feedback is Encouraged

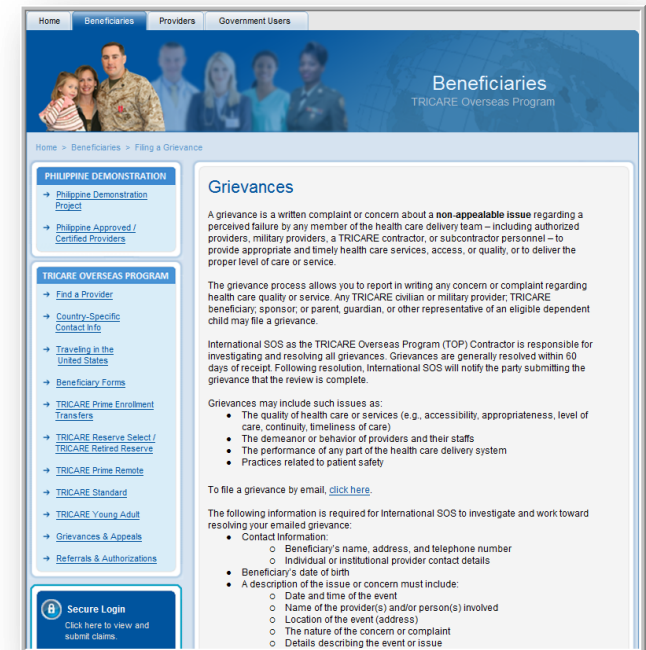


Intl.SOS encourages stakeholders to share feedback about their experience

- Email: topglobalqualityassu@internationalsos.com
- Confidential and private reporting tools are available
- Receiving feedback is critical, as it helps to ensure continuous improvement

For more information regarding TOP Grievances, Reconsiderations and Appeals, visit:

- www.tricare-overseas.com
- www.tricare.mil





The screenshot shows the TRICARE Overseas Program (TOP) website. At the top, there is a navigation bar with links for Home, Beneficiaries, Providers, and Government Users. The main header features the TRICARE logo on the left and the International SOS logo on the right. Below the navigation bar, a large banner image shows a family (a man in military uniform, a woman, and a child) and a group of people. The banner text reads "Beneficiaries" and "TRICARE Overseas Program". Below the banner, the breadcrumb "Home > Beneficiaries" is visible. The left sidebar contains two sections: "PHILIPPINE DEMONSTRATION" with links to "Philippine Demonstration Project" and "Philippine Approved / Certified Providers", and "TRICARE OVERSEAS PROGRAM" with a list of links including "Find a Provider", "Country-Specific Contact Info", "Traveling in the United States", "Beneficiary Forms", "TRICARE Prime Enrollment Transfers", "TRICARE Reserve Select / TRICARE Retired Reserve", "TRICARE Prime Remote", "TRICARE Standard", "TRICARE Young Adult", "Grievances & Appeals", and "Referrals & Authorizations". The main content area is titled "Beneficiaries" and includes a welcome message: "Welcome to the TRICARE Overseas Program (TOP)". Below this, there is a box titled "State of Emergency in the Philippines Affordable Care Act". The main content area also features two highlighted boxes: a blue one titled "Attention TRICARE Overseas Beneficiaries:" and an orange one titled "Proof of Payment for Overseas Claims". The bottom of the main content area contains a paragraph about International SOS's commitment to delivering comprehensive, accessible, integrated health care services to nearly a half million TOP beneficiaries, followed by another paragraph about the company's experience and a final sentence stating that since 1998, International SOS has managed TRICARE Overseas beneficiary care.

Home > Beneficiaries

PHILIPPINE DEMONSTRATION

- [Philippine Demonstration Project](#)
- [Philippine Approved / Certified Providers](#)

TRICARE OVERSEAS PROGRAM

- [Find a Provider](#)
- [Country-Specific Contact Info](#)
- [Traveling in the United States](#)
- [Beneficiary Forms](#)
- [TRICARE Prime Enrollment Transfers](#)
- [TRICARE Reserve Select / TRICARE Retired Reserve](#)
- [TRICARE Prime Remote](#)
- [TRICARE Standard](#)
- [TRICARE Young Adult](#)
- [Grievances & Appeals](#)
- [Referrals & Authorizations](#)

Beneficiaries

Welcome to the TRICARE Overseas Program (TOP)

[State of Emergency in the Philippines Affordable Care Act](#)

Attention TRICARE Overseas Beneficiaries:
If you do not have an enrollment card, or if you are a beneficiary stationed overseas who wants to keep up with the latest information about your health care benefits, it is important that you update your family's Defense Enrollment Eligibility Reporting System (DEERS) record as soon as possible. [Click here](#) to learn more about the many ways you can update your DEERS records.

Proof of Payment for Overseas Claims
Beginning September 1, 2012, beneficiaries will be required to submit proof of payment for all overseas claims. Proof of payment will be required for all overseas claims, whether the beneficiary lives or is traveling overseas. [Click here](#) for more information.

International SOS is committed to delivering comprehensive, accessible, integrated health care services to nearly a half million TOP beneficiaries including deployed personnel, travelers and retirees outside the 50 United States and District of Columbia.

As the world's leading international healthcare, medical assistance and security services company, International SOS has over 25 years' experience serving Government, employers and individuals worldwide. With over 6,000 employees who live and work in more than 70 countries, International SOS understands the tempo for military families and the sometimes different circumstances in living overseas.

Since 1998, International SOS has managed TRICARE Overseas beneficiary care

Remote Authorization Process



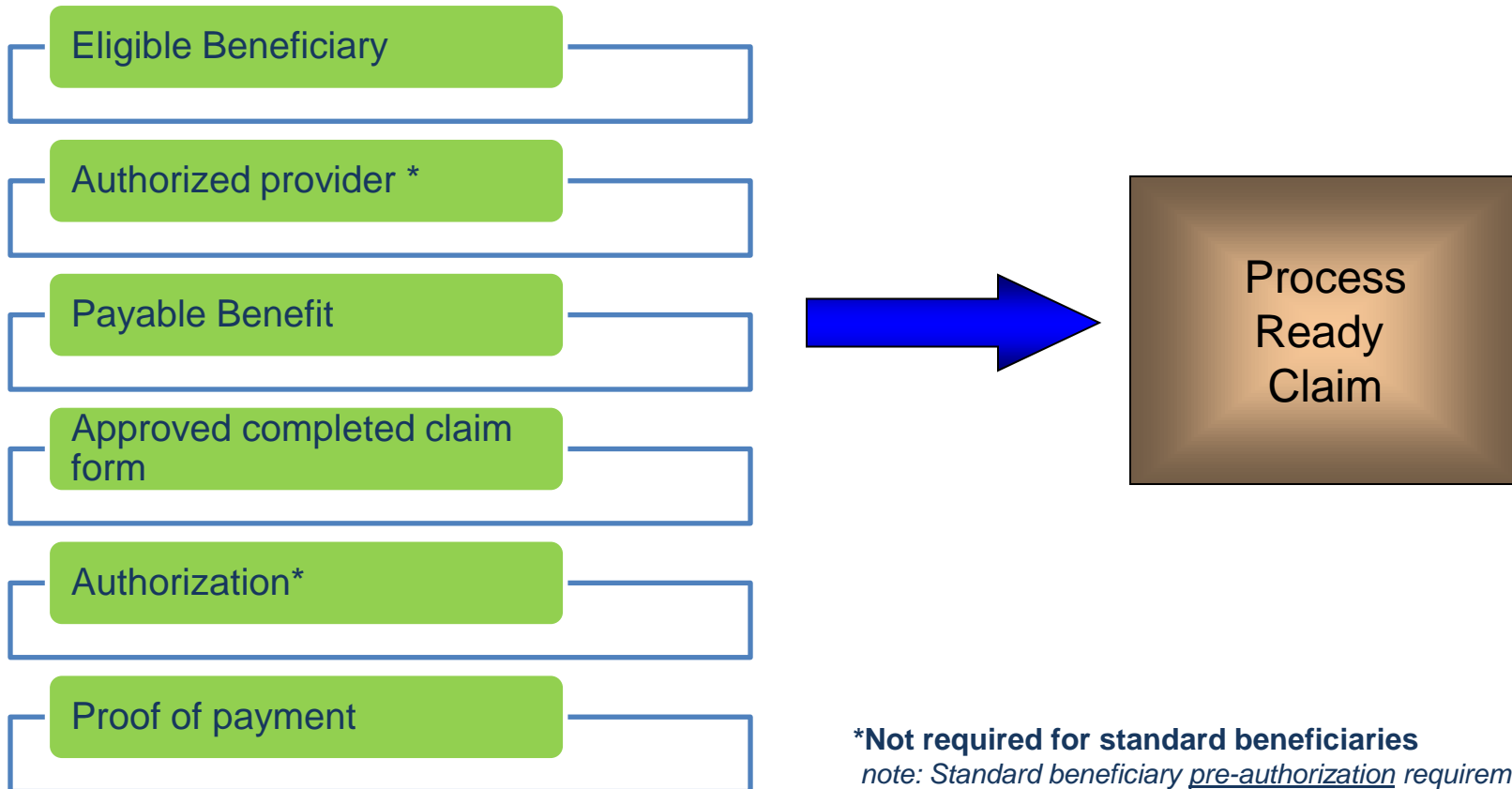
- Beneficiary/Family Member/POC/IDMT contacts the TOP Regional Call Center for assistance
- Intl.SOS Operations team assists with making most appropriate plan (if appropriate) considering:
 - Beneficiary location/enrollment status
 - Medical situation and appropriateness of care
 - Policy/benefit review
- Authorization to approved HNP is issued, copy sent to the provider, the beneficiary and the referring party (if applicable)
- The appointment is scheduled and care is rendered
 - Appointment assistance can be requested by the beneficiary
- Medical follow-up initiated (as required) – including forwarding of medical information to the referring clinician and/or TAO-EA

TOP Host Nation Provider Network

Provider Name	Provider Type	Comments
Al Ahli Hospital	Hospital	24 hour ER, various specialties and radiology
Doha Clinic Hospital	Hospital	24 hour urgent care
Future Medical Center	Outpatient Facility - Non Surgical	Various outpatient services including MRI
Magrabi Eye and Ear Center	Outpatient Facility - Surgical Ambulatory	Ear and Eye specialists
Doha Dental	Dental Services Clinic	
Consultant Dental Center	Dental Services Clinic	
Dr. Sarah's Specialist Dental Centre	Dental Services Clinic	

Note: Hamad Hospital and Aspetar have refused to participate with the TOP due to the requirement for consistently providing cashless/claimless care. However, if required, negotiations can be made with these providers on a case-by-case basis, often with success.

What information/documentation is required to process a claim?



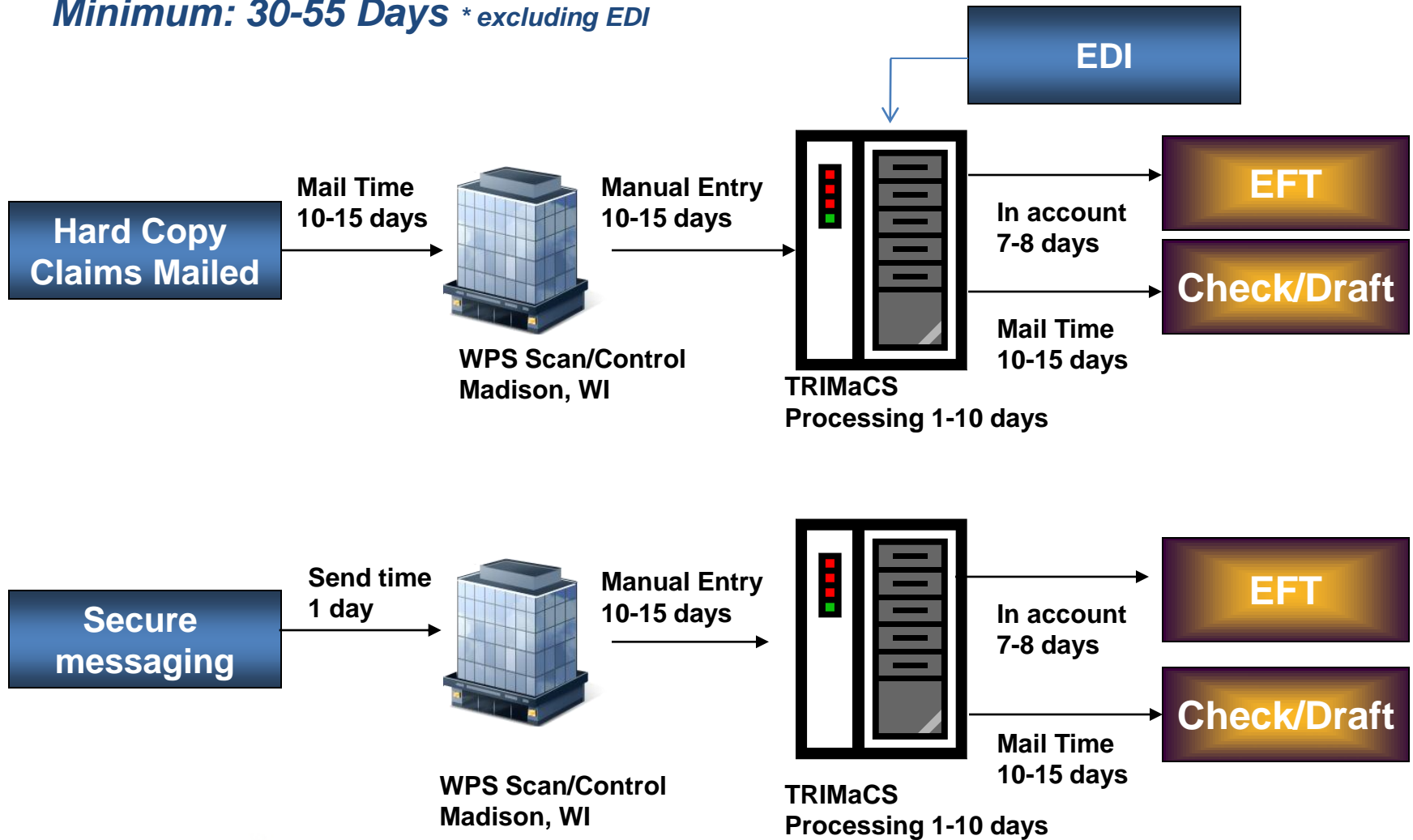
***Not required for standard beneficiaries**

note: Standard beneficiary pre-authorization requirements are the same as Prime bene's

TRICARE Claim Timelines



*Minimum: 30-55 Days *excluding EDI*



TOP Regional Call Center



TRICARE Eurasia-Africa: TOP Regional Call Center

+44-20-8762-8384 (*phone*)

1-877-678-1207 (*US number*)

+44-20-8762-8125 (*fax*)

tricarelon@internationalsos.com

tricaretln.top@internationalsos.com

Option #1: Remote Assistance (*Medical Assistance*)

Option #2: Claims Assistance

Option #3: Prime Authorizations

Option #4: Global TRICARE Service Center (*GTSC*)

Option #5: TOP Provider Support Services

Option #6: TOP Prime Remote Wellness Program

Toll-free phone numbers are available on:

www.tricare-overseas.com/contactus/contactEUR.html

TOP Global Quality Assurance Email Address:

topglobalqualityassu@internationalsos.com



Worldwide reach Human touch

Worldwide reach Human touch



THANK YOU!!

Passion

We work with passion, entrepreneurial spirit and teamwork to serve our clients and people.

Respect

We treat all our stakeholders with respect and integrity in order to earn their trust.

Expertise

We are committed to apply our professional expertise to deliver great quality services to our clients.

Care

We care about the interests of our clients, members and employees and aim to make a real difference to their lives.

